

SAMS DOMESTIC: GETTING STARTED

- **Navigate** to the **App Store** from your iOS device

SETTING UP THE GOOGLE AUTHENTICATOR

- Multifactor Authentication (MFA) is an extra layer of security designed to help authenticate a user's identity before entering the **SAMS Domestic Portal**

1. Type in "Google Authenticator" in the search bar.

2. Tap Search.

3. Next to the Google Authenticator app, tap GET.

4. Tap INSTALL.

5. If prompted, enter a password corresponding to the App Store username.

6. Tap Buy.

7. When the app has completed downloading, tap OPEN. The Google Authenticator app will now launch.

Note that **Google Authenticator** is a free app that will not charge any account.

ENABLING MULTI-FACTOR AUTHENTICATION

- **Launch** the Google Chrome web browser
- **Type** in the URL (<https://mygrants.service-now.com/>)

8. Log in to the SAMS Domestic Portal.

9. On the Enable multi-factor authentication page a QR code and secret code will be displayed.

Note that the **secret code** can be used with **Manual entry** as an alternative to **Scan barcode**.

- **Return** to the **Google Authenticator** app

10. Tap BEGIN SETUP.

11. Tap Scan barcode. The Google Authenticator app will activate the camera.

ENABLING MULTI-FACTOR AUTHENTICATION (cont.)

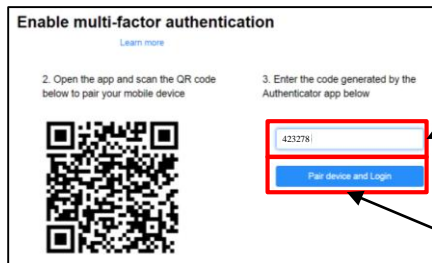


12. Hold the iOS camera in front of the **Enable multi-factor authentication page** that is displayed on the computer.

13. Use the light green box projected on the iOS screen to **center the QR code** and scan it.

14. When it recognizes the **QR code** displayed on the computer screen, the **Google Authenticator** app will automatically generate an **authentication code**.

Each **authentication code** is valid only for 30 seconds. A new code will be generated automatically.

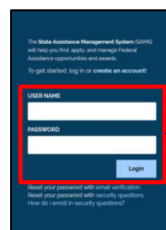


15. Within 30 seconds, **return to the SAMS Domestic Enable multi-factor authentication page** on the computer. **Type the authentication code**, without spaces, into the **authentication code field**.

16. Click **Pair device and Login**.

USING THE GOOGLE AUTHENTICATOR APP FOR MFA LOG IN

- MFA is required every time a user logs into the **SAMS Domestic Portal**
- Launch** the Google Chrome web browser
- Type** in the URL (<https://mygrants.service-now.com/>)

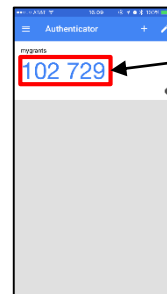


1. **Log in to the SAMS Domestic Portal.**

MFA does not require internet or cell tower connectivity to function

SAMS Domestic will now display a **2-Factor Authentication** page.

- Open the Google Authenticator app**

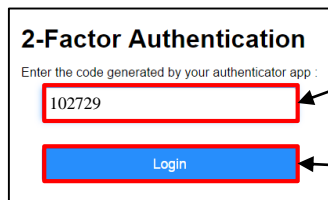


2. The **Google Authenticator** app will automatically generate an **authentication code**.

The **authentication code** will turn red five seconds before expiration. A **grey circle** also indicates the time remaining.



- Return to the SAMS Domestic 2-Factor Authentication page**



3. **Type the authentication code** in the **authentication code field**.

4. **Click Login.**

GETTING HELP

- Contact the ILMS Support Desk at 1-888-313-ILMS (4567) or via **Self Service Portal** at <http://afsism.service-now.com/ilms/home>
- Access additional training resources on the **SAMS Domestic Portal Support** page at <http://mygrants.service-now.com>